



SAMSUNG CLIMATE SOLUTIONS
EXTENDED WARRANTY SCHEME

SAMSUNG

OVERVIEW

The Samsung Extended Warranty scheme boosts the end user customers warranty period for Samsung air conditioning & heating equipment provided the installation is carried out by a Samsung Certified Partner, the commissioning reports & product is registered (DVM & EHS) and the site is subject to an annual maintenance agreement.

The Samsung extended warranty is registered with the end user address, not the installer or supplier/distributor.



Follow these 3 simple steps to gain Samsung Extended Warranty:

1. Equipment to be installed & Commissioned by Samsung Certified Partner who has attended appropriate training courses
2. DVM & EHS Commissioning & warranty forms to be completed and registered with Samsung
3. Adopt an annual maintenance agreement for the full term of the extended warranty

Once registered with Samsung, a simple warranty procedure can be instigated to resolve a fault, including the free issue of parts where necessary and a labour allowance payment.

SAMSUNG CERTIFIED PARTNER PROGRAMME

To become a Samsung Certified Partner and qualify for extended Warranty, air conditioning & heating installation contractors must attend the appropriate Samsung Training courses for each product extended warranty.

Samsung training courses are open to FGas qualified air conditioning engineers and regularly delivered at our training centres locations.

All courses are free and a certificate issued to all attendees.

Associated Course list

- DVM Install Essential: A 1 day course on selection, installation & commissioning of Samsung VRF systems and Controls
- EHS Technical Integration: A 1 day course on selection, installation & commissioning of Samsung heat pump systems.
- DVM SVC Basic: A 1 day course on set-up & SNET commissioning of Samsung VRF systems (Laptop_PC & MIM-CO2N required).

Create you Partner Portal account

View and book Samsung Training online

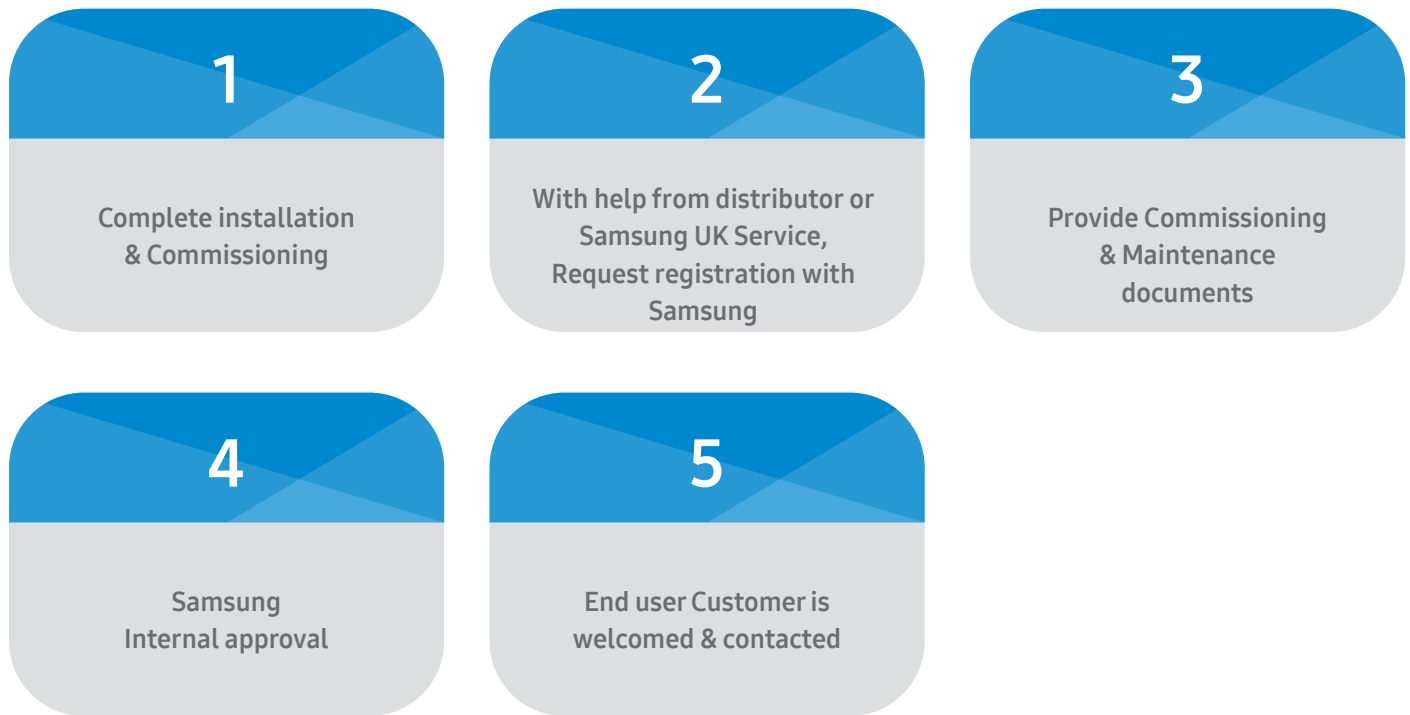
Access technical resources including SVC manuals

<https://partnerhub.samsung.com/climate>



WARRANTY REGISTRATION PROCEDURE

For DVM & EHS a Samsung Certified Partneristo...



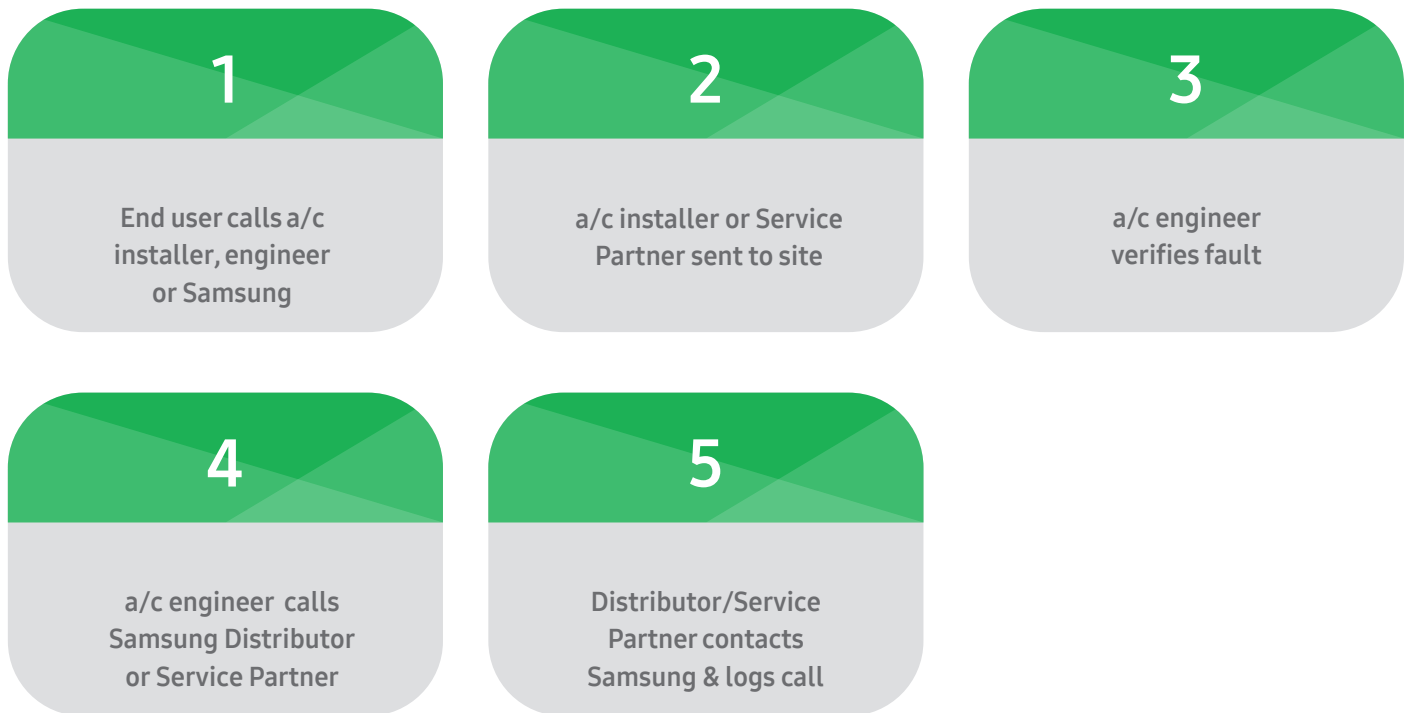
Registration with Samsung must occur within 30 days of Commissioning date.

Contact 01932 575604 or warranty.ac@samsung.com for Registration and maintenance documentation as required.

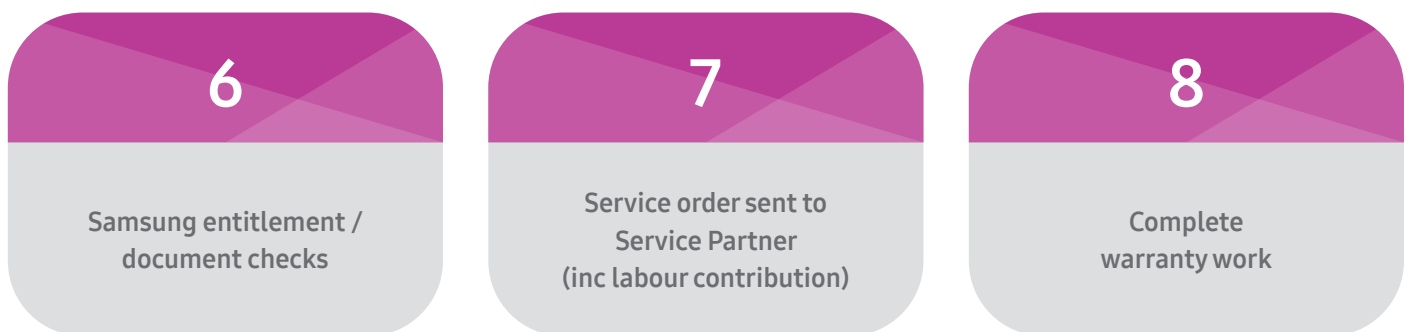
Work should only be carried out following the issue of a Service Order (SO) number. Any Parts required should be ordered on GSPN by a Distribution SVC Partner using the SO and a distributor will prepare the claim for Labour and parts following repair. Once paid the distributor pays the installer the labour allowance.

WARRANTY PROCEDURE

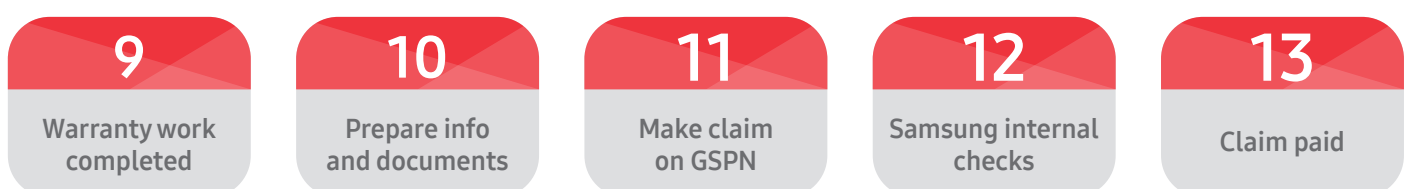
For all products



Performing Warranty Work



Warranty Reimbursement (by distributor/service partner)



SAMSUNG CLIMATE SOLUTIONS EXTENDED WARRANTY TERMS AND CONDITIONS

STANDARD WARRANTY PERIOD AND EXTENDED WARRANTY PERIOD

1. The warranty period starts on the date of installation as shown on the commissioning report. The standard warranty period ends 24 months later. By registering the product(s) which can be done either by yourself, or by the reseller from whom you have purchased the products (the "Reseller") within 30 days after the installation date, you will receive an additional 5 year extended limited warranty service depending on the product type which will bring the total period of coverage to 7 years from the date of installation. All of the terms set in this Statement of Limited Warranty shall apply to any extended warranty. The method of service and operating conditions will be as described in the original warranty statement provided with the Samsung Product.

WARRANTY: REDEMPTION PROCESS & DETAILS

1. This promotion cannot be used in conjunction with any other promotion(s) or special bid/tender pricing offered by Samsung Electronics.
2. To redeem and claim the Extended Warranty, all details MUST be sent to (warranty.ac@samsung.com) within 30 days of the installation date to validate the additional warranty.
3. This offer applies to models purchased after 00:01hrs (GMT) on 1st April 2021.
4. Upon registration the claimant will be sent an email confirmation with notification of registration and a related reference number for the claim being registered on.
5. A copy of your invoice and commissioning report MUST be submitted as proof of purchase.
6. Proof of dispatch will not be accepted as proof of receipt.
7. The 7 Year Extended Warranty is not transferable and no alternative will be offered.

STATEMENT FOR SAMSUNG

1. This offer only applies to the purchase of a new (not second-hand) Samsung air conditioning Product which is sold in the UK or ROI after 1st April 2021.

Product	Model	Warranty Type
DVM/EHS/ERV Product	various	7 years On Site
RAC/FJM/CAC split Product	various	7 years On Site

2. For customers outside the UK & ROI please refer to the country specific warranty information that came with your product.
3. All Extended Warranty Redemptions must be registered online within 30 days of installation.
4. This Promotion is only available to end user customers who are using the products for business purposes.
5. Employees or agents of Samsung or their families or households or anyone professionally connected to this promotion is not eligible.
6. By registering for the Extended Warranty you agree to be bound by these terms and conditions.

EXTENT OF - WARRANTY

During the extended warranty period Samsung continues to warrant that the Samsung Product shall be free from defects in materials and workmanship. If the relevant product does not function as warranted, against defective materials or workmanship, you should contact the Samsung Support Hotline.

Samsung Maintenance Parts, Supplies and Optional accessories (i.e. consumables), supplied as part of the initial Samsung Product installation and listed in the Samsung Product User Guides, is warranted against defective materials or workmanship for the first 6 months, from date of Samsung Product purchase or recommended average life volume, whichever is achieved first, but is excluded from the Extended Warranty period.

When Warranty service involves the exchange of a product or part, subject to applicable law, the item replaced becomes the property of Samsung.

The replacement item assumes the remaining warranty period of the original product.

Before you present the product(s) for On Site (IH) warranty service you must:

- ensure that the Product is available for Warranty repair, on Site at the registered address.

CLAIM(S) FOR WARRANTY SERVICE

To obtain a Warranty service, you must:

- Contact the Samsung Support hotline on +44(1932) 575604 (UK)
- Provide the full product model code and serial number
- Provide proof of activated extended warranty and proof of annual maintenance contract as per the e-mail confirmation sent at the time of online warranty registration(s)
- Provide a clear fault description and carry out any diagnostics as advised
- Comply with any reasonable instructions from Samsung or an Authorised Service Centre to allow you to receive the warranty service

TRANSFER OF PRODUCT

If you transfer this product to another user, warranty service may be available to that user during the remainder of the standard 24 month warranty period, but not during any extended warranty period (i.e. the extended warranty is not transferrable).

EXCLUSIONS

Samsung makes no representation or guarantee that the Samsung product(s) will operate uninterrupted or error free.

During the Extended Warranty Period, Samsung will only provide the Warranty in the UK and ROI.

Samsung is not responsible for paying any travel or delivery costs where the product is located outside the UK or ROI.

Services performed by Samsung in rectifying damage or defect caused as a result of any excluded conditions shall be subject to additional charges for labour, transportation and parts.

The Extended Warranty is only available if you have an ongoing maintenance contract in place with a maintenance provider approved by Samsung, under which the product(s) must be checked at least once a year by that maintenance provider.

Warranty Service is not available to you if the product you present is:

- Defaced
- Altered
- Damaged beyond repair, or
- In need of a repair not included in Warranty service. (e.g Periodic Maintenance, consumable replacement and the repair or replacement of parts due to normal wear and tear) transportation damage, or any other damage caused by external factors (i.e. not damage caused by issues inherent in the manufacturing of the product)
- Does not match Product Model and serial number details as registered for Warranty service

To the maximum extent permitted by law, warranty service does not include repair of failures caused by:

- Modification or attachments
- Accidents or misuse
- Unsuitable physical or operating environment
- Third party products, generic or refilled e.g, maintenance units or replacement parts
- Maintenance by anyone other than Samsung or a Samsung Authorised Service Partner
- Operation of a product beyond the limit of its duty cycle or Product specifications
- Products, components, parts, material, software, or interfaces not furnished by Samsung

NEITHER SAMSUNG NOR ITS THIRD PARTY SUPPLIERS OR RESELLERS MAKE ANY OTHER WARRANTY, GUARANTEE, OR CONDITION OF ANY KIND, WHETHER EXPRESS, IMPLIED, LEGAL OR STATUTORY, WITH RESPECT TO THE PRODUCT(S), AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, SPECIFICALLY DISCLAIM ANY IMPLIED, LEGAL OR STATUTORY WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR, GENERAL OR NORMAL PURPOSE, SATISFACTORY QUALITY, DURABILITY AND WARRANTIES AGAINST LATENT DEFECTS.

GENERAL TERMS OF PROMOTION

1. These terms and conditions are governed by English law and come under the English courts shall have exclusive jurisdiction to settle and resolve any dispute which may arise in connection with the validity, effect, interpretation and/or performance of these terms.
2. By registering for the extended warranty you agree to be bound by these terms and conditions.
3. The Promoter shall have the right, where necessary, to undertake all such action as is reasonable to protect itself against fraudulent or invalid claim(s) including, without limitation, to require further verification as to the identity, and other relevant details of an entrant or claimant and/or the verification as to their qualifying purchase.
4. The Promoter shall not be liable for any interruption to this promotion whether due to force majeure or other factors beyond the Promoter's control.
5. The Promoter reserves the right, acting reasonably and in accordance with all relevant legislation and codes of practice, to vary the terms and conditions of this Promotion.
6. Promoter: Samsung Electronics Air Conditioner Europe B.V. Evert Van Beekstraat 310, 1118 CX Schiphol, Netherlands. (Please do not send any Warranty applications to this address - they will not be registered for Warranty promotion)

Samsung Electronics Air Conditioner Europe B.V.
Evert Van Beekstraat 310, 1118 CX Schiphol,
Netherlands

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